

## The Smile Behind the Voice: Marilyn Keagle"



Marilyn Keagle is ready to hear from her first customer of the day.

If you're a DoD customer, or at the DRMO, you have probably spoken to this lady many times over the past 13 1/2 years; yet, (like most) have never met her.

Marilyn Keagle, property disposal technician at DRMS-SOR, is the one who processes MILSTRIP requisitions for those without the technical capability to process their own. She is also the one who resolves the "hassles" when some of those requisitions reject and are "bounced out of the system."

On an average day, she estimates that she fields between 40 to 60 phone calls; can spend between 2 to 20 minutes assisting each caller; and, as is increasingly common these days in the business world, she now juggles single-handedly a function formerly handled by a staff of four.

Her customer base is wide: "Hungary, Spain, South America, Japan, Europe, and of course, all over the continental United States." She adds: "I really enjoy the fact that I have this kind of contact with people from all over the world; it's neat." She also says that she finds it "especially satisfying when she can track down and locate just the right property to help a customer with a critical or challenging supply need."

One might suppose that with all the automation occurring in the last few years, her workload would very nearly disappear. Not so. When she's not processing requisitions and clearing rejects, she spends a fair share of her workday actively promoting on-line IRIS, making customer referrals, trouble-shooting IRIS and MILSTRIP problems for the field, and working closely with item managers in locating property.

She may "enjoy this kind of contact" with her customers, but the feedback shows that customers "caught in a bind" looking for critical property, or "stuck" and "totally confused" with an IRIS transaction, or brand-new to "how you do this" really enjoy and appreciate their contact with Ms. Keagle and the "high-level" customer service she routinely provides.

By: Mary E. Smith/DRMS-SOR